

DEPARTMENT OF COMMUNITY SERVICES  
TOWN OF HANOVER

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TO: Bulletin Boards at Town Hall, School Department, Library, DPW and Fire Department

FROM: Anthony Marino - Director of Community Services

DATE: May 15, 2017

## NOTICE OF VACANCY FULL-TIME COUNCIL ON AGING DIRECTOR

The Town of Hanover is seeking an experienced, Council on Aging Director for the Hanover Senior Center who will be responsible for the management, planning, direction, administration and program planning for all Senior Center functions and services to effectively meet the needs of a growing senior citizen population who reside in the Town of Hanover.

The successful candidate will authorize policies, programs and activities provided by the Council on Aging in compliance with Federal, State and local legislation, regulations, and by-laws. Coordinate successful activities and programs and ensure staffing levels are maintained to provide essential services promptly. Identify needs of the local elderly population and make appropriate referrals when necessary. Provides or oversees direct services, including transportation, information, referral, emergency assistance, counseling and other support or assistance on a timely basis and in accordance with the Town Bylaws and the policies of the Council on Aging Advisory Board. Maintain direct link with service providers (health, meals, transportation, etc.) including arranging for activities (e.g. recreation) and/or supervises others as appropriate (e.g., meals/van reservations); initiate peer/caregiver support groups to ensure services are provided promptly. Must be able to respect/preserve confidentiality and empathize with seniors. Coordinate seniors that participate in the Senior Work-Off program with Town Departments. Plan agenda and attend monthly Council on Aging Advisory Board meetings. Research, recommend and implement innovative projects to Board. Advise Board on needs, problems, and progress relative to policies, operations, programs, activities, personnel and fiscal matters. Prepare/distribute monthly newsletter and schedule of events to Town Departments. Prepare and monitor annual Council on Aging budget and present budget with the Council on Aging Advisory Board to the Advisory Committee. Supervise, train and schedule staff, recruits volunteers (including CORI/ SORI checks), and oversees volunteer activities. Coordinate and schedule all activities, health screenings, speakers, socials, and classes. Serves on the Old Colony Elderly Services and Old Colony Elderly Planning Council Boards. Directly supervises five (5) employees at the Council on Aging under the direction of the Director of Community Services.

**Qualifications:** A Bachelor's Degree in Social Services, Human Services, Gerontology, Public Relations, Health Studies, or a related field from an accredited college or university and a minimum of five (5) years of relevant experience, one year of which must include the supervision of personnel, or any equivalent combination of education and experience. A valid Massachusetts driver's license is required.

The starting rate of pay will commensurate with experience; the deadline for applications is June 9, 2017, or until filled. Please submit a cover letter and a resume to Ann Lee, Executive Assistant, Town of Hanover, 550 Hanover Street, Hanover, Massachusetts 02339 or e-mail: [ann.lee@hanover-ma.gov](mailto:ann.lee@hanover-ma.gov).

**The Town of Hanover is an Affirmative Action, Equal Opportunity Employer.**

## **Town of Hanover Job Description**

**Job Title:** Council on Aging Director  
**Department:** Department of Community Services  
**Reports To:** Director of Community Services  
**FLSA Status:** Exempt  
**Prepared By:** Anthony Marino/Ann Lee  
**Revised By:**  
**Prepared Date:** April 2017  
**Approved By:** Troy B.G. Clarkson  
**Approved Date:**

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### **SUMMARY**

This position will perform a wide range of duties to support the efficient operation of the Council on Aging. Including the willingness to learn, be resourceful, independent, and take on additional responsibilities as required. He/she should possess excellent organizational skills, the ability to effectively handle multiple priorities and have a strong work ethic.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

- Authorize policies, programs and activities provided by the Council on Aging in compliance with Federal, State and local legislation, regulations and by-laws.
- Coordinate successful activities and programs and ensure staffing levels are maintained to provide essential services in a timely manner.
- Provide accurate resource information on matters such as: SSI, welfare, legal assistance, insurance counseling, tax assistance, health proxy, fuel assistance, and other assistance programs that seniors may qualify and apply for. Identify needs of local elderly population and make appropriate referrals when necessary.
- Maintain an effective and constructive working relationship with local groups/organizations regarding functions and activities.
- Provides or oversees direct services, including transportation, information, referral, emergency assistance, counseling and other support or assistance on a timely basis and in accordance with the Town Bylaws and the policies of the Council on Aging Advisory Board.
- Maintain direct link with service providers (health, meals, transportation, etc.) including arranging for activities (e.g. recreation) and/or supervises others as appropriate (e.g., meals/van reservations); initiate peer/caregiver support groups to ensure services are provided in a timely manner.
- Prepare bids/specifications when necessary.
- Prepare, write and implements grant applications for Federal, State and regional funding sources.
- Maintain frequent contact with State and regional associations and advocates.
- Must be able to respect/preserve confidentiality and empathize with seniors.
- Coordinate seniors participating in the Senior Work-Off program with Town Departments.
- Maintain demographic information on Hanover's senior population.
- Plan agenda and attend monthly Council on Aging Advisory Board meetings. Research, recommend and implement innovative projects to Board. Advise Board on needs, problems and progress relative to policies, operations, programs, activities, personnel and fiscal matters.
- Prepare/distribute monthly newsletter and schedule of events to Town Departments; prepare weekly local newspaper column, press releases and cable information on current services provided.
- Oversee all correspondence for the Council on Aging.

- Prepare and monitor annual Council on Aging budget and present budget with the Council on Aging Advisory Board to the Advisory Committee.
- Respond to appropriate surveys and questionnaires as required.
- Conduct case conferences with the Outreach Coordinator and assume duties in the Outreach Coordinator's absence.
- Prepare the Annual Council on Aging Town Report and other required materials with Elder Affairs and the Town.
- Administer the daily operations of the Council on Aging; including the maintenance, security of property, records, supplies and the preparation of the weekly payroll.
- Supervise, train and schedule staff, recruits volunteers (including CORI/ SORI checks), and oversees volunteer activities.
- Coordinate and schedule all activities, health screenings, speakers, socials and classes.
- Act as the liaison with charitable organizations/foundations/trusts.
- Oversee long term master plan for the Senior Center.
- Attend professional conferences, workshops and training programs to expand and improve elder services.
- Serves on the Old Colony Elderly Services and Old Colony Elderly Planning Council Boards.
- Prepare reports as required to the Massachusetts Executive Office of Elder Affairs, specifically the Formula Grant proposal; monitors spending within specified categories; prepares Statement of Balance, tracks units of service for annual State report.

#### **EDUCATION AND/OR EXPERIENCE**

Duties require a Bachelor's Degree in Social Services, Human Services, Gerontology, Public Relations, Health Studies, or a related field from an accredited college or university and a minimum of five (5) years of relevant experience, one year of which must include the supervision of personnel, or any equivalent combination of education and experience. Approved ongoing training, certificate courses and/or workshops to update skills is encouraged.

#### **KEY COMPETENCIES**

• Strong organizational skills • Excellent attention to detail • Confidentiality • Reasonable judgment • Strong verbal and written communications skills • Information management skills • Problem-solving skills

#### **SUPERVISORY RESPONSIBILITIES**

Directly supervises six (6) employees, one (1) grant position and approximately 80 volunteers. Carry out supervisory responsibilities in accordance with the Town's policies and applicable laws. Responsibilities include training employees; planning, assigning and directing work; appraising performance, rewarding and disciplining employees; addressing complaints and resolving problems. Conduct regular staff meetings. Administer department CORI and SORI forms.

#### **QUALIFICATIONS**

To perform this job successfully, an individual must be able to perform each essential duty professionally, accurately and on a timely basis. The requirements listed are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

#### **LANGUAGE SKILLS**

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

**MATHEMATICAL SKILLS**

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute formulas and to use software to draw and interpret bar graph

**REASONING ABILITY**

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

**INDEPENDENT ACTION**

Incumbent functions independently within a broad scope of established department policies and procedures; generally refers problems to the Director of Community Services only when clarification of department policies may be required.

**INTERRELATIONSHIPS**

Functions performed require the ability to communicate somewhat complex information with other employees, insured, agents, and others outside the organization under conditions where basic understanding or sensitivity is required to promote and maintain relationships.

**MANUAL SKILLS**

Responsibilities require application of manual skills for lengthy portions of time where accuracy is critical.

**COMPUTER SKILLS**

To perform this job successfully, an individual should have knowledge of Database software; Internet software; Spreadsheet software, Word Processing software, and Presentation software (PowerPoint).

**CERTIFICATES, LICENSES, REGISTRATIONS**

Becoming a notary public may be required. A valid Massachusetts driver's license and reliable transportation may be needed.

**PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The employee must occasionally lift and/or move up to 25 pounds.

**WORKING HOURS**

This is a full time position and is expected to work a minimum of 35 hours per week in accordance with the hours that Town Hall is open. Additional hours may be authorized by the Department Head when necessary.

**WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate.